

## Project Managers' Advisory Group

### MINUTES October 15, 2007

#### Attending:

Carrie Conrad	Corporate Executive Board
Yusra Hafiz	Corporate Executive Board
Bob Giannuzzi	EPMO
Linda Hudson	EPMO
Barbara Swartz	EPMO
Jim Tulenko	EPMO
Charles Richards	EPMO
John McShane	EPMO
Jesus Lopez	EPMO
Charles Fraley	DHHS
Chesteen Swaney	DHHS - DMMISS
Lynn Beck	DHHS DMH/DD/SAS
Forest Robson	DOT
Lucy Cornelius	DPI
Mike Ramsey	DPI
David Butts	NCWRC
Stan Jenkins	ITS
Pattie Bowers	ITS
Kathy Bromeard	ITS
Suresh Pothireddy	ITS
Susan Huang	DOR
Robert Pietras	DOJ
John Gary	NCCCS
Joe Cimbala	DHHS

**Bob Giannuzzi** welcomed everyone to the meeting and asked first-time participants to introduce themselves. They were: **Susan Huang** – DOR; **Mike Ramsey** – DPI; **Chesteen Swaney** - DHHS. There were no new PMPs to recognize this month.

**Bob** called for approval of the September minutes. Minutes were approved.

Next there was a presentation by **Carrie Conrad** on Corporate Executive Board services and research. She reminded the group of all the executive boards the State subscribes to (see table below) and the fact that all employees in the enterprise have access to these. She then gave a demonstration of how to navigate a sample board (PMOEC) website. It was informative and elicited helpful questions and feedback.

**Linda Hudson** reported that the ongoing PMP Exam Prep class is going well. She said that November 13<sup>th</sup> would be wrap-up and encouraged sign-up for the spring session. It was suggested that the classes be video recorded so that if anyone could not make it to class, they could still view the lessons. **Linda** will follow up on feasibility for future sessions.

NCPMI news was covered next. **John McShane** reported that **Tom Runkle's** presentation at the last Public Sector LIG meeting was well received. He informed that at the next PS LIG to be held on November, **Gary Evans** will speak on *Preliminary Project Estimates and Project*

**Budgets.** John noted that although the NCPMI website is under construction, there are three avenues of communication on activities: PS LIG email to past attendees; NCPMI email to general membership listing upcoming events; slides at monthly general membership meetings.

**Bob Giannuzzi** called for updates from the Task Groups.

- *PM Tools* **Jim Tulenko** informed that next week SAP will be coming in to demonstrate xRPM portfolio tool. This demonstration will be for the ITS group only.
- *Methodology* **Lucy Cornelius** reported that the process for non-approved projects has been accepted. She also said that proposed checklists for gate approvals should be ready for review at the December PMAG meeting.

**Bob** passed out the following information on upcoming teleconferences of interest to the PM Advisory Group. He noted that NASCIO offerings have good state to state interaction.

Organization/website	Contacts	Upcoming Calls
NASCIO <a href="http://www.nascio.org/committees/projectmanagement/">http://www.nascio.org/committees/projectmanagement/</a>	Stephanie Jamison 859/514-9148 <a href="mailto:sjamison@AMRms.com">sjamison@AMRms.com</a> Access 888/272-7337 conference ID 6916986	<u>November 6</u> (3:00) <b>Organizational Change and the Application of Business Transition Management</b> <b>Facilitator: State of Oregon</b>
PMO Executive Council <a href="http://www.pmo.executiveboard.com/">http://www.pmo.executiveboard.com/</a>	Register at website	<u>October 23</u> (12:00) <b>Models for EPMO Governance and Organization</b>
CIO Executive Council <a href="http://www.cio.executiveboard.com/">http://www.cio.executiveboard.com/</a>	Register at website	<u>September 25</u> (10:00) <b>Building the IT Budget - Practices and Benchmarks for 2008</b>
Application Executive Council <a href="http://www.aec.executiveboard.com/">http://www.aec.executiveboard.com/</a>	Register at website	<u>October 18</u> (11:00) <b>Building and Managing the Applications Budget</b> <u>November 8</u> (11:00) <b>Building a Performance Dashboard</b>
Infrastructure Executive Council <a href="http://www.iec.executiveboard.com/">http://www.iec.executiveboard.com/</a>	Register at website	<u>November 8</u> (11:00) <b>Critical Competencies for Service Leadership: Results from the Service Management Effectiveness Diagnostic</b>
Information Risk Executive Council <a href="http://www.irec.executiveboard.com/">http://www.irec.executiveboard.com/</a>	Register at website	<u>October 16</u> (11:00) <b>Embedding Security in the ERP Compliance Process</b> <u>October 25</u> (11:00) <b>Business Alignment Diagnostic Review of Survey Results and Benchmarks</b>
Enterprise Architecture Executive Council <a href="http://www.eaec.executiveboard.com/">http://www.eaec.executiveboard.com/</a>	Register at website	<u>October 17</u> (12:00) <b>Calibrating EA Maturity: Insights from the EA Maturity Benchmarking Results</b>

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**Bob** informed that included in the EPMO Tactical Plan is improvement in form and value of the EPMO website (<http://www.epmo.scio.nc.gov>).

**Bob** next referred to the EPMO survey and informed that he is hopeful that the results will be brought to the next meeting.

**John McShane** spoke about three initiatives with regard to group training. 1) He mentioned that a Requirements class had been held on at DOT and that he is planning another class to be held around January. He said that he would need at least 24 sign up to make the class economically viable. This is a 4-day class at a cost of \$880. 2) **Charles Fraley** and **John** have identified Business Analyst training offerings by ASPE Technologies and are looking into arranging one or two onsite offerings. The ASPE website describes course content. **John** confirmed in response to **Lucy Cornelius'** question that the above mentioned Requirements course satisfies professional development criteria for BA certification. 3) **John** has arranged for a vendor presentation to the EPMO of an Estimating course. Agency CIOs and CFOs are invited for an overview segment. The goal is to bring the 3-day course in-house, but again, 24 people are needed. Agencies requested Estimating training in both the EPMO assessment and the survey.

**Jim Tulenko** reported that after the PPM review board approves the proposed non-approval workflow it will be implemented in the PPM tool. **Jim** also cautioned that costs must be reported at Level 4. **Bob** then alerted the group that there are still intermittent problems with the tool correctly updating cost ETC and urged PMs and agency QA to do a sanity check on ETC prior to submission of the monthly status report for assessment. **Jim** and **Bob** also advised that Registrations are soon likely to be required to enter Level 4 total costs prior to Closeout.

**Bob** mentioned that there were 6 project closeouts this month – newly available Lessons Learned were handed out and attached.

**Bob** asked if anyone would like to speak on any topic at the next meeting. No response.

Meeting adjourned at 4:10.

NEXT MEETING - MONDAY, November 19, 2007

# Lessons Learned Documentation

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## Exhibit A

### DHHS Office of Emergency Medical Services ESAR-VHP SERVNC

1. **LESSONS LEARNED** - What were the positive lessons learned (project strengths) from this effort?

The Office of Emergency Medical Services has been very pleased with the Cores Collaborative Fusion, Inc. (CFI) developed the Community Response System (CORES™) to provide pre-event and just-in-time registration, credentialing, management, and notification of health and medical professionals to respond to natural and man-made disasters. CORES is 100% compliant with the ESAR-VHP Technical and Policy Guidelines (June 2005) and exceeds industry-related security standards. CORES is rapidly deployable and requires no additional hardware or software to operate. The application that the Collaborative Fusion, Inc. developed for North Carolina is the SERVNC Project. SERVNC was created to track mission requests during disasters.

Over 920 volunteers have been registered in the system to date (July 2007). The Office of EMS is continuing its efforts with other state agencies to expand the registry.

2. **LESSONS LEARNED** - What opportunities for improvements (project weaknesses) were learned with this project?

Start work sooner on project approval.

## Exhibit B

### ITS eRoom Collaboration for State Controller's Office

1. **LESSONS LEARNED** - What were the positive lessons learned (project strengths) from this effort?

By deploying a centralized PC utility ITS was able to design, deploy, and leverage internal services such that ITS offers an PC service to all State agencies which offers the following:

- Operational cost reductions, efficiency, compliance, and service improvement opportunities for State agencies and related entities
- Opportunities to leverage the same electronic document assets across a broad range of State agencies where process integration/overlap occurs
- Economies of Scale -- Normally out of reach for most Agencies, the PC shared service will present significantly lower entry costs into this level of technology.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

Given that each State agency is managed by different CIOs there is no single Project Collaboration strategy for the State of NC. This needs to be addressed so that the ITS Project Collaboration Service is leveraged by each State Agency versus some other tool.

## **Exhibit C**

### **DOT Database Cleansing of Legacy Photo Images**

1. **LESSONS LEARNED** - What were the **positive** lessons learned (project strengths) from this effort?

The extra effort in planning helped to set expectations and reduced the workload in running the project.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

None

## **Exhibit D**

### **DHHS North Carolina Immunization Registry (NCIR) Enhancements January – June 2007**

1. **LESSONS LEARNED** - What were the **positive** lessons learned (project strengths) from this effort?

Conducting monthly review and sign off meetings worked well and helped us manage to the deliverable schedule stated in the contract.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

The amount of time required to process the paperwork for the amendment and IMOA were underestimated. In the future, allow more time for the process.

Begin development of the IMOA and Amendment sooner.

Understand the process and sequence of events for IMOA, Contract Amendment, and Project Approval